

PUBLIC HEALTH LABORATORY OPERATIONS MANAGER

Milwaukee Health Department (MHD)

THE PURPOSE of this position is responsibility for managing business development and customer relations, quality assurance, and business operations for the Public Health Laboratory. The position will coordinate the implementation of laboratory services including billing, and compliance with state and federal standards. The position will be the primary public relations/liaison between the MHD Public Health Laboratory and the partnering network laboratories and stakeholders promoting the collaboration among clinical, public health, business and academic partners and assuring customer service. The position will assist in functions related to quality control and quality assurance, budget, grant preparation and monitoring, and safety and security activities.

ESSENTIAL FUNCTIONS:

Business Operations:

- Coordinate and monitor activities associated with preparation and monitoring of budget and grants, billing and payment functions, procurement of laboratory supplies and equipment, contract management and inventory control.
- Maintain documentation and coordinate financial management and grant progress reports.
- Oversee maintenance contracts and maintenance of key laboratory infrastructure support equipment, key laboratory infrastructure systems maintenance with building staff and vendor contractors to assure proper, safe and secure operations.
- Assist the Laboratory Information Systems (LIS) Administrator in assuring that the LIS meets the ongoing and changing demands of the Laboratory.

Quality Assurance – Recertification:

- Assure proper maintenance of all policies, procedures and quality assurance practices. Implement and maintain an effective, ongoing program to measure, assess and improve the quality of laboratory services. Monitor and evaluate activities and detect risk areas. Work with staff to document regulatory compliance.
- Provide guidance and direction to ensure that safety and security standards are established, followed, and amended as necessary in response to federal and state regulations, audits, or other directives. Be familiar with federal guidelines.
- Maintain documentation and assist with implementation of staff education including quality assurance, safety, security, and technical.
- Assure documentation and quality assessment of laboratory support function.
- Assure specimen shipping/transportation meets regulatory guidelines and customer needs.
- Assure efficient accessioning, data entry, and reporting of lab data.
- Coordinate documentation and monitoring of proficiency testing programs.
- Coordinate the management of the documentation, review, compilation, and follow-up on incident reports/corrective action reports for safety, security and quality assessment.

Business Development and Customer Relations:

- Manage customer service issues such as, timely reporting of data per customer requirements, the laboratory customer user manual, and the laboratory website.
- Develop and maintain a database of the Laboratory System.
- Promote the Laboratory System concepts through site-visits, speaking opportunities, and other means.
- Assure a redundant rapid laboratory messaging system to communicate with Laboratory System partners. Disseminate periodic information (e.g., newsletters, websites or ListServ) to Laboratory System partners.
- Assist in developing and promoting student internship opportunities.
- Seek funding support for the Laboratory System activities, both outside of and within the health department.
- As needed serve as a liaison to other MHD units such as the epidemiology program, emergency response program and other relevant programs when necessary.
- Perform other job related duties as assigned.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance

with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Bachelor's degree in a laboratory science or equivalent, such as medical technology/clinical laboratory science, biology, microbiology, molecular biology, chemistry, biochemistry.

NOTE: College transcripts are required and should either be attached to the application or sent via email to staffinginfo@milwaukee.gov, or sent to the Department of Employee Relations at the address below. Student copies are acceptable.

2. Two years general laboratory managerial/supervisory experience in a hospital or public health based laboratory.

Equivalent combinations of training and experience may also be considered.

3. Valid Driver's License at time of appointment and throughout employment.
4. Residency in the City of Milwaukee within six months of appointment and throughout employment.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Knowledge and ability to create and manage budgets, develop grant proposals and prepare and administer contracts.
- Knowledge and ability to work effectively with computer applications including word processing and spreadsheet software. Business and LEAN and/or Six Sigma training desirable.
- Eligibility for certification by a national or state recognized certifying agency such as the American Society for Clinical Pathology or the Clinical Laboratory Scientist Registry.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or government regulations.
- Ability to write reports, business correspondence, and procedure manuals
- Ability to calculate figures and amounts such as discounts, proportions, percentages, mean, standard deviation and volume. Ability to apply concepts of basic algebra and geometry.
- Strong oral communication skills, including the ability to speak persuasively and effectively present information.
- Strong interpersonal and leadership skills.
- Judgment and decision-making skills.
- Management and supervisory skills.
- Ability to communicate job related information to persons of all levels in a meaningful and understandable manner.
- Ability to solve practical problems where only limited standardization exists.
- Ability to plan, establish priorities, and complete work.
- Analytical ability.
- Ability to build and maintain good working relationships with a multi-cultural, multi-disciplinary staff, the public, the community, and other agencies; be culturally sensitive and diplomatic; excellent customer service skills.
- Ability to maintain confidentiality.

THE CURRENT SALARY RANGE (1EX) IS: \$57,028 - \$79,836 annually, with excellent benefits.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral or performance tests; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral or performance exams. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **September 7, 2012**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time and place of the examination.